

MARIO JUAREZ
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UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA

**MARIO JUAREZ, INDIVIDUALLY AND
DOING BUSINESS AS VIVA
ENTERTAINMENT COMPANY,**

Plaintiff,

vs.

**T-MOBILE USA, INC., A DELAWARE
CORPORATION, AND DOES 1–20,**

Defendant(s)

Case No.: CV 25-5280-WHO

Exhibit A

**Transcript of Call with T-Mobile Office of
the President**

Date of Call: June 27, 2025

Time of Call: 11:55 PM PDT

**Plaintiff's Location: Tijuana, Baja
California, Mexico**

Plaintiff's Number: +1 (510) 688-9997

**Caller: Michelle Williams, Office of the
President, T-Mobile**

T-Mobile Caller ID: +1 (425) 403-1448

Participants:

**• Michelle Williams, Senior Specialist,
Office of the President, T-Mobile**

• Mario Juarez, Plaintiff

EXHIBIT A TRANSCRIPT OF CALL WITH T-MOBILE OFFICE OF THE PRESIDENT
DATE OF CALL: JUNE 27, 2025
TIME OF CALL: 11:55 PM PDT
PLAINTIFF'S LOCATION: TIJUANA, BAJA CALIFORNIA, MEXICO
PLAINTIFF'S NUMBER: +1 (510) 688-9997
CALLER: MICHELLE WILLIAMS, OFFICE OF THE PRESIDENT, T-MOBILE
T-MOBILE CALLER ID: +1 (425) 403-1448
PARTICIPANTS:
• MICHELLE WILLIAMS, SENIOR SPECIALIST, OFFICE OF THE PRESIDENT, T-MOBILE
• MARIO JUAREZ, PLAINTIFF - 1

Exhibit A Transcript of Call with T-Mobile Office of the President

Date of Call: June 27, 2025

Time of Call: 11:55 PM PDT

Plaintiff's Location: Tijuana, Baja California, Mexico

Plaintiff's Number: +1 (510) 688-9997

Caller: Michelle Williams, Office of the President, T-Mobile

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Participants:

- **Michelle Williams**, Senior Specialist, Office of the President, T-Mobile

- **Mario Juarez**, Plaintiff

Michelle Williams: Just before we get started, I do want to let you know that the call may be monitored for training or quality purposes.

Mario Juarez: You said, okay if I monitor?

Michelle Williams: Regrettably, I'm not able to be recorded.

Mario Juarez: Okay, no problem. I can still have a conversation.

Michelle Williams: So I know that you're calling in regards to the complaint that you filed, apparently.

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• MARIO JUAREZ, PLAINTIFF - 2

1 **Mario Juarez:** Yes. I'm so sorry that I have to reach out to you. We received the federal
2 communications that you were trying to get your lines ported and regrettably, it's not been able
3 to report because of the account balance and the account's cancellation.

4 **Michelle Williams:** Yeah. So sorry about that. I hate to hear your concerns.

5 **Michelle Williams:** So just by going over the information, you kind of summed it up.
6 You were trying to make some arrangements, and it didn't happen. You tried to do the best that
7 you could...

8 **Mario Juarez:** No, I didn't want to end a relationship of over nine years as a business
9 customer and five to seven years before that as a private customer...

10 **Mario Juarez:** I value the relationship. I attempted to work it out. I was getting service
11 via text messages, even into the 22nd or 27th. The account was still active. I was able to do
12 verifications and some work.

13 **Mario Juarez:** The lines are the bloodline of my communications. They're my lines. I
14 tried to work it out.

15 **Mario Juarez:** I sent over 15 emails to people in government relations, accounts,
16 business reps—even legalnotices@t-mobile.com—trying to get attention.

17 **Mario Juarez:** I told them portability is my right. It's not a choice for T-Mobile. It has to
18 happen within 24 hours after I request it...

19 **Michelle Williams:** I completely understand and I definitely see your point of view.
20 Regrettably, there's not a way to allow the port to go through because the account has been
21 canceled...

22 EXHIBIT A TRANSCRIPT OF CALL WITH T-MOBILE OFFICE OF THE PRESIDENT DATE OF CALL: JUNE
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PLAINTIFF - 3

1 **Mario Juarez:** But there's also the 45-day rule. You canceled it May 27. FCC says you
2 must wait 45 days before recycling a number...

3 **Michelle Williams:** The 45-day rule applies, but only if the account is restored. That
4 requires payment in full within 90 days.

5 **Mario Juarez:** So if I paid \$29,000 within 90 days, you'd restore the account?

6 **Michelle Williams:** Yes. But we can't guarantee the numbers will still be available.

7 **Mario Juarez:** But you're not allowed to release them before 45 days.

8 **Michelle Williams:** That may be. But the system limitation stands. The account was
9 canceled on May 27.

10 **Michelle Williams:** We got the port request on May 29, but by then it was too late.

11 **Michelle Williams:** If you had requested it while the account was suspended—before
12 May 27—it would have gone through.

13 **Mario Juarez:** So what's your proposal? What can I do?

14 **Michelle Williams:** The only option is to pay the full \$29,000. The system does not
15 allow partial payments or payment plans after cancellation.

16 **Mario Juarez:** Can I make arrangements via email with you?

17 **Michelle Williams:** Yes. I'll send you my email and direct number. I'll be the one
18 responding to the FCC by July 18...

19 **Mario Juarez:** I want to be sure I have your contact so I can reach out. You have my
20 email, right?

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PLAINTIFF - 4

1 **Michelle Williams:** Yes, I have your email as MRMarioJuarez@gmail.com. I also
2 already sent you an email from my address earlier today after I left a voicemail.

3 **Mario Juarez:** I'll check it now. Sometimes your emails get filtered to spam, but you're
4 not spam to me.

5 **Michelle Williams:** [laughs] I hear that a lot. My messages get flagged by filters
6 sometimes.

7 **Mario Juarez:** Okay, I see it now — Michelle Williams, Office of the President. Got it

8 **Michelle Williams:** Great. So just to summarize: your account was canceled May 27.
9 The 45-day window for porting without release is running short. If you pay the balance of
10 \$29,000 within 90 days, the account could be restored and the numbers reactivated — but it's not
11 guaranteed.

12 **Mario Juarez:** Right. And just to confirm — you've helped customers in similar
13 situations before?

14 **Michelle Williams:** Yes. A customer in March reinstated their account and was able to
15 recover their numbers because they acted within the 90-day window.

16 **Mario Juarez:** Understood. I'll work on gathering the balance. I just want to make sure I
17 don't lose those numbers.

18 **Michelle Williams:** That's why I want to emphasize the urgency. There's no guarantee,
19 but the sooner it's paid, the better the chance you can restore them before they're recycled.

20 **Mario Juarez:** And again — T-Mobile policy doesn't override the FCC rules. I'm not
21 walking away from the debt. I'm just trying to preserve my rights.

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PLAINTIFF - 5

1 **Michelle Williams:** I understand, and I truly want to help you get this resolved.

2 **Mario Juarez:** Okay. Then I have my marching orders, Ms. Williams. I appreciate your
3 professionalism and clarity.

4 **Michelle Williams:** You're welcome. Have a great rest of your day, Mr. Juarez.

5 **Mario Juarez:** You too. Goodbye.

6 **Michelle Williams:** Goodbye.
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